APPENDIX B-63

CUSTOMER RETURNS INQUIRY DOCUMENT

1. This document is prepared IAW chapter 40, to obtain a printout of portions of the Customer Returns Control File (CRCF), the Customer Returns History File (CRHF), or detail information from the end of the month CRCF/CRHF inquiry. The CRCF contains records of both completed records pending migration to the CRHF, and records that are active not pending migration to the CRHF. The CRHF contains completed records retired from the CRCF. Depending upon the DIC, Action Code, and File Level (F/L) Code used, the following reports may be obtained from data contained in the CRCF, the CRHF, or both:

   a. Appendix F-35, Customer Returns - Detail Report of Customer Returns.

   b. Appendix F-36, Customer Returns Active/History File Printout - System Inquiry.

   c. Appendix F-37, Customer Returns Active/History File Printout by Document Number.

2. The following are the transaction fields:

FIELD LEGEND	FIELD POSITIONS	EXPLANATION/INSTRUCTIONS
Document Identifier Code	1-3	*Enter ZDT for inquiry to the CRCF/CRHF.
		*Enter ZRC for inquiry into the detail records for the Detail Report of Customer Returns.
Routing Identifier Code (To)	4-6	*Enter the RIC of the DSC.
Blank	7	Leave blank.
Federal Supply Class	8-11	Enter the FSC when inquiry is by FSC/NSN.
National Item Identification Number	12-20	Enter the NIIN when inquiry is by NSN.
Blank	21-29	Leave blank.

FIELD LEGEND	FIELD POSITIONS	EXPLANATION/INSTRUCTIONS
Document Number	30-43	Enter Document Number when inquiry is for a specific Customer Report of Excess Materiel.
Activity Address	(30-35)	Enter the customer Activity Address Code.
Basic Service Code	(30)	Enter the BSC of Service.
Service/Country Code	(30-32)	Enter the first three digits of AAC.
Blank	44	Leave blank.
Supplementary Address	45-50	Enter the Supplementary Address.
Blank	51-53	Leave blank.
Receiving Depot Routing Identifier Code	54-56	Enter the Depot RIC to be searched.
Project Code	57-59	Enter Project Code to be searched.
Blank	60-75	Leave blank.
File Level Code	76	Leave blank for CRCF Inquiry, enter 1 for CRHF Inquiry, or enter 2 for CRCF and CRHF Inquiry.
Output Routing Code	77-78	*Entries are alpha/numeric for Action Code NL and ORC 94 for all other Action Codes.
Action Code	79-80	*Enter applicable Action Code from appendix A-42. Refer to appendix E-063 P prior to using any Action Code other than the one listed below.

FIELD LEGEND		FIELD POSITIONS	EXPLANATION/INSTRUCTIONS			
			ACTION CODE	DIC	POS	OUTPUT
			NL	ZDT	30-43	Appendix F-37. CRCF will be searched first, and then the CRHF will be search-ed. F/L Code is disre-garded, but should be blank.

*Denotes mandatory entries.